Office of Information Technology
Performance Indicators - Quarter Ending June 2011

	Frequency	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
1. IT Governance, Planning and Control						
Providing a Robust Enterprise Architecture						
The percentage of new applications that will be hosted in the State's Shared IT Infrastructure	**Quarterly**	Increase	-	78.57%	0	78.57%
The percentage of Savings on Agency IT Procurements	**Quarterly**	Increase	16.3%	4.5%	-72.39%	10.4%
The percentage of Agency IT Procurements Processed within 30 days or less	**Quarterly**	Increase	82.00%	79.39%	-3.18%	81.46%
2. Maintaining a Secure Shared IT Infrastructure						
Availability of the State's Internet presence	**Quarterly**	On or above	99.96%	99.99%	0.03%	99.93%
Core Network Availability	**Quarterly**	On or above	99.94%	99.98%	0.04%	99.96%
Help Desk Calls Resolved on the First Call	**Quarterly**	On or above	63.85%	58.00%	-9.16%	49.00%
Information Storage Backup Success Rate	**Quarterly**	On or above	99.38%	99.10%	-0.28%	99.65%
Compliance with Information Security Framework	**Quarterly**	On or above	34.20%	39.33%	15.00%	NA
3. Supporting Agency and Enterprise Applications and IT Systems						
The number of Data Warehouse User Accounts	**Quarterly**	Increase	2605	2620	0.58%	
The amount of Data Available in the Data Warehouse (in gigabytes)	**Quarterly**	Increase	2210	2520	14.03%	
The average number of applications re-using each common Geographic Information Systems (GIS) data set[2]	**Quarterly**	Increase	3.5	3.5	0.00%	
Sample Application Availability (End to End)						
General Availability of NJ.Gov	**Quarterly**	Maintain	-	98.28%		
FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts.	**Quarterly**	Maintain	-	99.2%		
The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations.	**Quarterly**	Maintain	-	99.3%		
The Online Management for Economic Goal Achievement (OMEGA) system provides assistance support for Temporary Assistance to Needy Families (TANF/welfare) for child care, training, education and travel expenses so individuals can leave the supports systems and become self-sufficient over time. These type expenses are not provided in TANF/welfare and represent the most significant deterrents to self-sufficiency	**Quarterly**	Maintain	-	99.2%		
FAMIS Batch Process and Output	**Quarterly**	Maintain	-	91.3%		
MEDICAID Process and Output	**Quarterly**	Maintain	-	87.3%		
OMEGA Process and Output	**Quarterly**	Maintain	-	94.0%		
4. Support State and Local Emergency Telecommunications Services						

The percentage of Public Safety Answering Points that are audited and found in compliance with the administrative regulations	**Quarterly**	Maintain	100%	100%	0.00%	
The percentage of Public Safety Telecommunications Training Course students who successfully pass the certification exam.	**Quarterly**	Maintain	98%	100%	2.0%	
The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.	**Quarterly**	Maintain	95%	97%	2.1%	
The percentage of Total Coverage of the State under [1]Enhanced-9-1-1	**Quarterly**	Maintain	100%	100%	0.00%	

[1] *Enhanced 9-1-1 means an emergency telephone system that provides sophisticated features via computers and electronic switches so that calls can be selectively routed to one of multiple PSAPs and, when answered, provides an Automatic Number Identification(ANI) and/or Automatic Location Information (ALI) display at the PSAP.*

[2] *Investments in Geographic Information Systems (GIS) data are leveraged by using the same sources for common data sets in multiple applications. A single GIS data set, or map layer, typically describes one type of feature or characteristic, such as roads or municipal boundaries.*

Sample Applications
Availability is measured as a percentage of total agreed uptime available over the period. (Scheduled downtime is not included).

Performance metric explanations:
The Medicaid system underwent a major database revision in April.
The FAMIS and OMEGA systems underwent a major database revision in May.
These changes incurred batch processing problems (programs) and 5-10 hours of online downtime.
Output also had problems with the printing of checks for DFD FAMIS/OMEGA.
There were also program aborts in the Medicaid batch area this month.